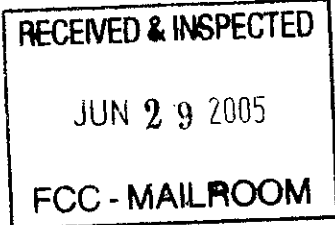




Illinois Telecommunications Access Corporation  
3001 Montvale Drive • Suite D • Springfield, Illinois 62704  
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June 28, 2005

Ms. Marlene H. Dortch  
Office of the Secretary  
Federal Communications Commission  
445 12<sup>th</sup> Street, SW, Rm. TW-B204  
Washington, DC 20554

Overnight Mail: Airborne

**RE: CG Docket 03-0123**  
and DA 05-1681,  
Released: June 16, 2005

Dear Ms. Dortch:

As directed in the above-mentioned Docket and Press Release, enclosed please find four copies of the following:

- The State of Illinois' Sprint TRS and CapTel Annual Complaint Logs, which includes the number of complaints received for the period June 1, 2004 through May 31, 2005, that allege a violation of the federal TRS mandatory minimum standards, the date of the complaint, the nature of the complaint, the date of its resolution and an explanation of the resolution.
- Annual Tally Report with total complaints by category.

A 3.5 diskette containing the Annual Complaint Log and Annual Tally Report is also enclosed.

In addition, Illinois Commerce Commission staff reported that no TRS or CapTel complaints elevated to that agency from June 1, 2004 through May 31, 2005.

No. of Copies rec'd \_\_\_\_\_  
List ABCDE \_\_\_\_\_

Please contact me if you require any additional information.

Sincerely,

A handwritten signature in cursive script, appearing to read "Patty Kress".

Patty Kress,  
Assistant Director

cc: Emma Danielson, Illinois Account Manager, Sprint Relay (without disk)  
Christy Pound, Illinois Commerce Commission (without disk)  
Joan Howard, Illinois Commerce Commission (without disk)  
Dana Jackson, Federal Communications Commission (via email)

Enclosures: Attachment #1: Four Copies of Annual TRS Complaint Log and CapTel  
Complaint Log  
Attachment #2: Four Copies of Annual Tally Report  
1 - 3.5 Diskette  
1 - Copy of FCC Public Notice DA 05-1681



# Illinois Relay

June 2004 - May 2005

RECEIVED & INSPECTED

JUN 29 2005

	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	TOTAL	PCT.
<b>SERVICE COMPLAINTS</b>														
#00 Answer Wait Time	0	0	0	2	0	0	0	0	0	0	0	0	2	2%
#01 Dial Out Time	0	0	0	0	0	0	0	0	0	2	0	0	2	2%
#02 Didn't Follow Database Inst.	1	1	2	0	0	0	0	1	0	0	0	0	5	5%
#03 Didn't Follow Cust. Instruct.	0	2	1	1	3	3	2	3	2	0	3	0	20	21%
#04 Didn't Keep Customer Informed	0	0	2	0	1	1	1	2	0	1	1	0	9	10%
#05 Agent Disconnected Caller	1	1	2	0	0	0	0	0	0	3	9	10	26	26%
#06 Poor Spelling	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#07 Typing Speed/Accuracy	2	0	0	2	0	1	1	0	1	0	0	0	7	7%
#08 Poor Voice Tone	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#09 Everything Relayed	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#10 HCO Procedures Not Followed	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#11 VCO Procedures Not Followed	0	1	0	0	1	0	0	0	0	2	0	0	4	4%
#12 Two-Line VCO Procedure Not F	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#13 Background Noise Not Typed	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#14 Feelings Not Described	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#15 Recording Feature Not Used	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#16 Noise in Center	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#17 Agent Was Rude	0	0	0	2	0	0	0	1	1	1	0	3	8	9%
#18 Problem Answer Machine	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#19 Spanish Service	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#20 Speech to Speech	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#21 Other Problem Type Complaint	0	1	2	1	1	2	1	0	0	1	2	0	11	12%
<b>TOTAL</b>	<b>4</b>	<b>6</b>	<b>9</b>	<b>8</b>	<b>6</b>	<b>7</b>	<b>5</b>	<b>7</b>	<b>4</b>	<b>10</b>	<b>15</b>	<b>13</b>	<b>94</b>	
<b>TECHNICAL COMPLAINTS</b>														
#22 Lost Branding	0	0	0	0	0	0	0	0	0	2	0	0	2	3%
#23 Charged for Local Call	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#24 Trouble Linking Up	0	0	0	1	0	0	0	1	0	0	2	1	5	8%
#25 Line Disconnected	2	2	2	2	4	4	2	2	2	2	2	7	33	52%
#26 Garbled Message	0	0	0	1	0	0	0	1	1	0	0	0	3	5%
#27 Database Not Available	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#28 Split Screen	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#29 Other Technical Type Complaint	0	0	2	1	2	1	1	4	1	1	0	1	14	22%
#57 Caller ID	0	0	0	0	0	0	0	0	0	0	1	0	1	2%
#58 Regional 800 Calls	0	0	0	0	0	0	1	0	0	4	0	1	6	9%
#59 Transmission (Can't hear or be heard)	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
<b>TOTAL</b>	<b>2</b>	<b>2</b>	<b>4</b>	<b>5</b>	<b>6</b>	<b>6</b>	<b>4</b>	<b>8</b>	<b>4</b>	<b>9</b>	<b>5</b>	<b>10</b>	<b>64</b>	
<b>MISC COMPLAINTS</b>														
#30 Rates	1	0	0	0	0	0	0	0	0	0	1	0	2	50%
#31 OSD	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#32 No 900 Number	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#33 Carrier of Choice	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#34 Network Recording	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#35 Other	0	0	1	0	0	0	0	0	0	0	1	0	2	50%
<b>TOTAL</b>	<b>1</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>2</b>	<b>0</b>	<b>4</b>	
<b>TOTAL CONTACT</b>	<b>7</b>	<b>8</b>	<b>14</b>	<b>13</b>	<b>12</b>	<b>12</b>	<b>9</b>	<b>15</b>	<b>8</b>	<b>19</b>	<b>22</b>	<b>23</b>	<b>162</b>	

FCC-MAILROOM

# 2004 - 2005 Illinois CapTel Complaints

Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
Jun-04			
06/3/04	Accuracy of captions	6/7/2004	Apologized for experience noted. Explained procedure captionists use to generate captions; suggested future documentation of CA number should accuracy concerns arise in another call.
6/16/2004	Accuracy of captions: captioning speed	6/21/2004	Apologized for experience noted. Shared customer's expressed concern with call center personnel. Customer service asked for examples with call errors with CA numbers and dates of calls to discuss with the CA.
6/24/2004	Disconnect/reconnect during calls	6/24/2004	Explained to customer why the disconnections might be occurring over the phone and shared with her some suggestions on how to resolve them.
6/30/2004	Billing issue	6/30/2004	Explained billing situation to customer.
6/30/2004	Disconnect/reconnect during calls	6/30/2004	Customer added comma (,) after code for call waiting block. Customer confirmed all is well now.
Jul-04			
7/6/2004	Disconnect/reconnect during calls	7/6/2004	Sent customer information explaining the difference between a CapTel phone and a traditional phone. Explained to customer why disconnect/reconnect may be occurring and sent tips to reduce their occurrence.
7/12/2004	Disconnect/reconnect during calls	7/13/2004	Tech support sent over the wire upgrade to enable prompts making consumer aware of when disconnect/reconnect occur during the call. Information share on why disconnects can happen.
Aug-04			
8/3/2004	Disconnect/reconnect during calls	8/23/2004	After initial troubleshooting, customer reports the problem is resolved now that she has moved it to another telephone jack.
8/5/2004	DTMP Tone Interference	8/23/2004	Tech support adjusted DTMF tone pass through. Confirmed that the resolution was successful.
8/27/2004	Disconnect/reconnect during calls	8/27/2004	Emailed explanation of disconnect/reconnect. Asked customer to contact customer service if problem continues.
Sep-04			

9/17/2004	Account login failure	9/17/2004	Unit's account activated. Unit now operational.
9/20/2004	Answer Time	9/20/2004	Informed customer that the CapTel service experience a unusual call surge that slightly affected the answer time. We apologized for any inconvenience. Answer time for the day was met.
9/20/2004	Answer Time	9/20/2004	Explained to customer that dialing string staying in initial screen may be due to an unusual call surge that slightly affected answer time. We apologized for any inconvenience. Answer time for the day was met.
9/21/2004	Disconnect/reconnect during calls	9/21/2004	After initial troubleshooting, customer's case and information about their experience has been given to technical support for further investigation with phone provider. Ongoing assistance available to customer from tech support.
9/22/2004	Disconnect/reconnect during calls	9/24/2004	Tech support enabled reconnect prompt for customer to be aware of status of connection. Customer will now see <reconnecting> prompt when a disconnection has taken place and call is being reconnected.

Oct-04

10/5/2004	Disconnect/reconnect during calls	10/5/2004	Sent customer information explaining the difference between a CapTel phone and a traditional phone. Explained to customer why disconnect/reconnect may be occurring and sent tips to reduce their occurrence. Customer said they will contact their phone company to have them check the quality of phone line.
10/14/2004	Disconnect/reconnect during calls	10/22/2004	Telephone jack was defective. User moved CapTel to another jack and incidence of disconnect/reconnects ended.
10/19/2004	Disconnect/reconnect during calls	10/19/2004	Gave customer tips for alleviating disconnections over the phone.
10/19/04	Disconnect/reconnect during calls	10/22/2004	Advised customer to ask local telephone company for line quality check. Enabled <reconnecting> prompt to alert customer to disconnect/reconnect in progress.
10/22/2004	Echo sounds	10/22/2004	Advised user of steps to minimize/eliminate echo. User took steps during call and echo stopped.

Nov-04

11/1/2004	Disconnect/reconnect during calls	11/1/2004	Gave customer tips for alleviating disconnections. Customer notes she has a security system and planned to explore the impact of this system.
11/5/2004	Accuracy of captions; speed of captions	11/5/2004	Contacted customer for further detail. Forwarded the complaint detail to call center director for follow up with the CA. Captioning speed well about FCC requirements.
11/18/2004	Disconnect/reconnect during calls	11/18/2004	Gave customer tips for alleviating disconnections. Customer to contact phone company to have them check phone line quality.
11/18/2004	Disconnect/reconnect during calls	11/19/2004	Explained to customer why disconnect-reconnect might be occurring and sent letter with tips to reduce their occurrence. Also suggested contacting phone company to check the quality of the phone line. Disconnect/reconnect rarely occurs after the phone company checked the quality of the phone line.
11/22/2004	Disconnect/reconnect during calls	11/22/2004	Gave customer tips for alleviating disconnections. Customer to contact phone company to have them check phone line quality.
<b>Dec-04</b>			
12/10/2004	Disconnect/reconnect during calls, echo sounds	12/10/2004	Gave customer tips for alleviating disconnections, and for alleviating echo sounds of user's voice. Customer to contact phone company to ensure line quality for data transmission purposes.
12/20/2004	Disconnect/reconnect during calls	12/20/2004	Explained to customer why disconnect-reconnect might be occurring and sent email with tips to reduce their occurrence. Suggested contacting phone company to check the quality of the phone line. Sent information explaining how EMI and routing of calls can affect the quality of the data connection.
12/27/2004	Dialing issue	12/28/2004	Technical support corrected regional 800 number. CapTel user can now successfully make captioned call to these 800 numbers. Remedy provided.
<b>Jan-05</b>			
1/12/2005	Disconnect/reconnect during calls	1/14/2005	Explained to customer why disconnect/reconnect might have occurred during captioned conference call and sent email explaining what causes

			disconnect/reconnect.
1/19/2005	DTMF Tone interference	1/19/2005	Tech support adjusted DTMF tone pass through. Confirmed that the resolution was successful.
1/21/2005	Echo sounds	1/21/2005	Software update provided along with tips on how to reduce incidence of experiencing echo sounds. Customer confirmed echo resolved.
1/28/2005	Disconnect/reconnect during calls	1/31/2005	Sent letter to customer with information on what can cause disconnections and provided suggestions for alleviating disconnection problem.

**Feb-05**

2/11/2005	Disconnect/reconnect during calls	2/11/2005	Customer advised of cause and tips to minimize/eliminate disconnect/reconnect. Customer will contact telephone company.
2/15/2005	Disconnect/reconnect during calls	2/15/2005	Explained to customer why disconnection/reconnection might be occurring and sent email with tips to reduce their occurrence. Advised customer to contact their phone company to assess quality of line.
2/24/2005	Accuracy of captions	2/26/2005	Collected customer's feedback and said that shared the complaint detail with CapTel service management staff. Also recommended customer to provide customer service with problematic call details, including CA number, time and date of call. Sent customer letter explaining captioning process, thanking them for feedback, and advised them to contact us if they experience future incidents.

**Mar-05**

3/14/2005	Disconnect/reconnect during calls	3/14/05, 3/18/05, 4/1/05	Sent information about disconnect/reconnects and tips to reduce its occurrence to building manager. Building manager said that maintenance
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			will install a new wall jack. If disconnect/reconnect continues, they will contact phone company to check the quality of the line. Phone tech tested line from customer's apartment, found no problem, but did replace wall jack as it had been painted over and seemed not to be in perfect condition. Also respliced wire connections to assure good connection. Test calls between tech and customer were satisfactory. Customer satisfied at this time.
3/15/2005	DMTF Tone interference	3/15/05, 3/21/05	Tech support adjusted DTMF tone pass through. Confirmed that the resolution was successful.
3/28/2005	Inability for CapTel users to reach the data toll free number	3/28/2005	Reported problem to toll free network provider. Problem resolved the same morning. Customer service representative confirmed with customer that they are able to make calls.
3/28/2005	Inability for CapTel users to reach the data toll free number	3/28/2005	Reported problem to toll free network provider. Problem resolved the same morning. Customer service representative confirmed with customer that they are able to make calls.
3/28/2005	Inability for CapTel users to reach the data toll free number	3/28/2005	Reported problem to toll free network provider. Problem resolved the same morning. Customer service representative confirmed with customer that they are able to make calls.
3/28/2005	Inability for CapTel users to reach the data toll free number	3/28/2005	Reported problem to toll free network provider. Problem resolved the same morning. Customer service representative confirmed with customer that they are able to make calls.
3/28/2005	Disconnect/reconnect during calls	3/29/2005	Customer service sent suggestions for alleviating incidence of disconnections, and then sent follow up suggestions for contacting phone company. Also advised progressive unplugging of devices from phone line to determine whether a specific device could be a potential cause of disconnection on the line.

Apr-05

4/11/2005	Billing issue	4/11/2005	Explained billing situation to customer.
4/18/2005	Disconnect/reconnect during calls	4/21/2005	Explained cause of disconnect/reconnect and suggested customer ask local phone company for line check.



4/20/2005	Caller ID shows number but not name	4/20/2005	Explained cause of disconnect/reconnect and suggested customer ask local phone company for line check.
4/22/2005	Disconnect/reconnect during calls	4/22/2005	Shared with customer information explaining the difference between a CapTel phone and a traditional phone. Explained to customer why disconnection/reconnection might be occurring and sent email with tips to reduce their occurrence.
4/22/2005	Incoming Connection - Captioned Calls	4/29/2005	Tech support identified and remedied the circumstance with a system change on 5/25/05 and customer was notified.
4/29/2005	Incoming Connection - Captioned Calls	5/2/2005	Tech support identified and remedied the circumstance with a system change on 5/25/05 and customer was notified.
<b>May-05</b>			
5/2/2005	Disconnect/reconnect during calls	5/9/05, 5/25/05	Cause and potential remedies of disconnect/reconnect explained to customer. Customer asked to log time/date of problem calls for further investigation. Tech support identified and remedied the circumstance with a system change on 5/25/05 and customer was notified.
5/4/2005	Disconnect/reconnect during calls	5/4/05, 5/25/05	Cause and potential remedies of disconnect/reconnect explained to customer. Customer asked to log time/date of problem calls for further investigation. Tech support identified and remedied the circumstance with a system change on 5/25/05 and customer was notified.
5/5/2005	Disconnect/reconnect during calls	5/5/2005	Sent customer information explaining the difference between a CapTel phone and a traditional phone. Explained to customer why disconnect/reconnect may be occurring and sent letter with tips to reduce their occurrence. Also suggested contacting phone company to check the quality of their phone line. Customer later reported satisfied with CapTel performance.
5/12/2005	Disconnect/reconnect during calls	5/13/2005	Explained to customer why disconnect/reconnect might be occurring and send email with tips to reduce their occurrence. Customer later confirmed all is well.
5/27/2005	Dialing issue	5/27/2005	Technical support corrected regional 800 number so Cap Tel user can successfully make captioned calls to 800 number. Remedy provided.

Date of Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
6/12/2004	Customer explains CA did not follow her instructions. The customer states she specifically told her not to announce or explain relay. The instructions were ignored. The customer wants the CA's supervisor to write a letter explaining the action that is being taken.	6/12/2004	Apologized and told customer that the supervisor would be notified. Supervisor met with CA to review procedures and follow customer's instructions.
06/14/04	Agent 5125 was said to be "rude", didnt respond with any info and hung up on the caller. Thanked caller for the notice. No follow up.	06/18/04	CA coached by supervisor to keep users informed throughout the call. CA was also coached on proper disconnect procedures. No further follow up needed.

Date of Compl	Nature of Complaint	Date of Resolution	Explanation of Resolution
07/01/04	Caller was upset because SRO CA was not responding. Caller kept asking CA if they were there and there was no response. Apologized to TTY user and advised them SRO may have been having technical difficulties due to servers or delayed response.	07/01/04	Asked TTY user if they would like to be transferred to customer service. TTY agreed. Transferred call.
07/01/04	Customer states she was very specific in her instructions, and the CA did not follow them. The customer advises she told the CA to tell the receptionist to get a specific person on the line so she could speak to her directly. The receptionist transferred the customer to voicemail. The customer is extremely upset that her request was not followed, and she wants the supervisor to contact her by email or try to discuss this matter further.	07/06/04	Apologized. Advised the supervisor would be notified. Pulled operator for a discussion. Operator remembered this call and the circumstances. The operator asked for the specific person requested, and was connected to voicemail by the receptionist. On the call back, operator asked for the person, and the receptionist put call through again to voicemail anyway. Reminded operator of the absolute importance of following customer's instructions.
07/05/04	TTY user made a call, when done they wanted to leave a message on another phone number. Customer stated the CA hung up on them.	07/10/04	Apologized to customer. Customer does not require follow up. Reviewed situation with CA. CA is aware that at no time should he hang up on a customer, however he does not recall anything about this situation.
07/23/04	Voice person called to VCO user and told operator it was a VCO. Operator did not process the call correctly. VCO kept saying GA GA GA GA and the operator did not set up the call.	07/30/04	Told the customer this information would be passed to their supervisor. CA was coached on proper procedures. CA did follow standard procedures for this call. No further contact requested by the customer.
07/23/04	VCO caller had a note in CDB that the FD # was for VCO to TTY. VCO asked CA to dial for VCO to TTY but CA did not use FO. CA asked for NBR to dial.	07/30/04	Apologized for the problem and said I would have the CA's supervisor review DCB and FD procedures and I dialed the call using FD. Unfortunately, even though I had locked the call I got inbound disconnect just as call rang out so call was not completed. CA was coached on FD numbers and procedure to follow when name given and no phone number. No further contact requested by customer.
07/31/04	Customer said that the agent was too stupid to understand to dial the Chicago Illinois directory assistance with the area code she gave the agent (312). Instead, she dialed the wrong area code and was also rude to the VCO user.	08/16/04	Apologized to the customer for the time and trouble. Customer does not request follow up. CA coached on proper procedure. CA followed procedure.

Date of Compl	Nature of Complaint	Date of Resolution	Explanation of Resolution
08/02/04	TTY user made a call and was on hold. After the macro finished CA typed "(what Q)". The TTY user explained what Q meant and after waited for a CA to re-send holding macro. Operator did not send any message or holding macro. TTY user tried to find out if they were still on hold but CA did not respond.	08/02/04	Supervisor apologized for inconvenience and told it would be forwarded to appropriate center.
08/04/04	Customer was not satisfied with operator's knowledge of procedure. In customer notes it says do not type the ans machine recording, so the operator sends "go ahead and leave message," then operator types "no answer".	08/04/04	Apologized to customer. Operator was coached on proper call processing procedure.
08/06/04	Customer was calling an outbound answering to leave a message as the CA was leaving the message he did not send any macros and did not let the customer know that he was leaving it.	08/24/04	Apologized to the customer several times. CA coached on proper answering machine procedures.
08/06/04	Customer called the relay to file a complaint against another CA and requested a supervisor. CA failed to inform the customer that she was receiving assistance so the customer decided to file a complaint against CA 5148 as well.	08/16/04	Apologized to the customer. CA coached on proper procedure. Sent email to customer.
08/06/04	Caller said agent did not follow their instruction for the call.	08/16/04	Apologized for the problem and sent the complaint. CA advised to follow customer instructions.
08/15/04	IL VCO customer says that when she was given the "GA" to leave message she did so then agent told her she was redialing to leave message. She had already left message and wondered why agent was redialing to leave message.	08/23/04	Apologized for the problem and explained that a complaint would be written up and sent to this agent's supervisor.
08/19/04	TTY user called in complaining about the service on Sprint Relay Online. Agent 7909F diconnected the call. Customer was very disappointed in SRO but when on to say that it might be a problem with the actual computers in the centers.	08/23/04	Apologized for the service. Discussed call with agent. While customer was speaking, agent received red disconnect box. Advised agent that if she had a problem with a call, to contact a supervisor at that time.
08/19/04	TTY user complained about service on Sprint Relay Online. Agent 1116M disconnected their call.	08/23/04	Discussed call with agent. Advised agent that if she had a problem with a call, to contact a supervisor at that time.

08/23/04	Customer was upset that the CA would not answer why the CA did not receive the nbr the first time.	8/30/2004	Discussion with CA. CA handled call correctly.  The CA did do the call correctly. There is no consumer contact info for follow up.
08/25/04	VCO unable to dial 800 number through IL Relay with MN operator. Line always busy. Operator tried for 90 seconds. Customer states it is very unlikely the line was busy for that length of time. VCO customer believes the problem is with specific call center.	08/30/04	Apologized for problem encountered advised complaint and trouble ticket would be entered. Tech called. Made test calls onto the floor and all connected each time.
08/25/04	VCO customer unable to dial 800 number via Relay. Number is for entire state of Illinois but call would not go through using Regional 800.	08/30/04	Apologized for problem encountered. Advised complaint and trouble ticket would be opened. Tech stated that line had been disconnected and no longer in service.  Center dealt with issue. There is no consumer contact info to conduct follow up.

Date of Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
10/13/04	VCO CALLER COMMENTS; "Agent 4040f didn't respond. I waited one minute before she sent the number I was calling. I voiced again, and this agent didn't respond. She doesn't know what she is doing." Response: "Thank you for your feed back. I will pass this information to the call center manager for follow up."	10/26/04	Agent 4040f didn't remember this particular call. However, the agent was coached on VCO call procedures and was reminded to signal with her red cup if she needs assistance.
10/14/04	Nature of complaint: CA played game with me by typing too fast, then too slow. I called her a bitch and told her it's an emergency. Call my dad. I interrupted her and called her a bitch. She ignored me. What's up with her. Is she sick of me? Response to customer: The supervisor will be happy to document this situation discussed with the CA mentioned. Apologies for the inconvenience this caused. Is follow up necessary? yes e-mail	10/16/04	Met with operator and she couldn't think of any reason why she would be delayed on her typing unless there was garbling on the screen. She understood she was to dial out numbers and respond properly and will continue to do her best. e-mailed customer 10/19/04 and informed her that we met with the operator. Thanked the caller. Faxed to SC Relay 10/15/04
10/20/04	Nature of complaint: Voice caller gave CA a number to dial, explained her mom is VCO and may answer with an agent. Dialed outbound said go ahead (not responsive) said go ahead again, then hung up. Voice caller said what's going on, redial agent redialed. The outbound VCO ans. Go ahead (no response?) Inbound was upset and hung up. Response to customer: Apologized to customer. Informed her this would be forwarded to the agent's manager. Is follow up necessary? no	10/27/04	Agent was coached on proper procedures.
10/26/04	TTY CUSTOMER COMMENTS: "I gave agent 5150f a number to dial. I don't believe she reached a TTY. The operator dialed the number and got a voice person. I don't believe agent 5150f dialed the number given." CSR: "My apologies for this problem. Would you like a call back after the operator meets with me?" Follow up needed	10/26/04	Agent 5150f followed proper procedure.
10/29/04	Caller says her Caller ID Block is not working. Her number is being transmitted even though her number is permanently blocked in the relay system. RCS response: I apologized for the problem and opened TT I00 1841264 Follow up is required for problem resolution.	05/28/05	Called on 6/7 at 10:07 AM, 6/15 at 10:13 AM, 6/16 at 12:09 PM and there was no answer nor a answering machine. Contact is closed.

10/29/04	TTY CUSTOMER COMMENTS: "Agent 1545 told me DA is not allowed through relay." CSR: I Apologize for your inconvenience. I will be sure to inform the agent's supervisor for follow up.	11/01/04	Agent 1545 followed procedures when informing this customer that DA was not allowed from their calling area, per computer message.
10/31/04	VCO CALLER COMMENTS: "I asked agent 1630f to dial DA. The agent told me the computer would not allow dialing to DA." CSR: "My apologies."	11/01/04	Agent 1630f followed proper procedures when informing the customer that the computer message states "DA not available from this area."

Date of Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
11/02/04	The line was answered by a recorded ans machine. CA did not gender it because it was a recording. The TTY user asked if it was a male or a female voice on the answering machine and the CA would only tell her that it was a recorded message, not M or F.	11/22/04	CA followed proper procedure.
11/02/04	Frustrated with Relay Online. It takes a long time for the agent to type back, also the agent thinks the TTY had hung up when they are still there.	04/15/05	Account Manager is aware of customer's concerns.
11/05/04	Customer was upset about the delay for VCO users. She was also upset about her frequently dialed information.	11/05/04	Thanked the customer for complaint and apologized. The customer was upset with the responses of thank you and sorry and she disconnected.
11/10/04	Customer reports CA dialed number requested then CA typed "hold now transferring". Call was received by Relay Customer Service. Customer does not understand why call was transferred to Relay Customer Service and no explanation why CA did so. CA did not follow instructions. Customer reports continual problems to CA's and requests all CA's be trained properly.	12/09/04	Apologized for problem encountered. Advised complaint would be forwardd to Act Mgr.  No CA ID provided. Unable to determine CA's location.
11/11/04	Agent did not keep VCO caller informed and kept typing (VR msg left) GA or SK. The caller was never given the chance to say what this msg was. Caller asked to speak to supervisor and was disconnected.	11/11/04	CA coached on proper VCO and disconnecting procedures, and how to handle a request for a supervisor.
11/23/04	Voice person told operator that the VCO would answer with hello. VCO hung up.	11/29/04	Met with CA; said she remembered the call. Also said she got confused when VCO answered the phone. Went over call steps with CA. CA properly demonstrated correct knowledge of call processing at end of
11/24/04	I tried calling my deaf mother who is a VCO caller. I told the operator she would answer VCO. The operator did not listen and did not put the call through. Instead they said it was a voice caller answering and hung up.	12/14/04	CA refreshed regarding proper procedure.



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12/02/04	Was told by agent 3893 that its not possible to transfer him to Sprint acct mgr. Also, wanted to placed a TTY to CAPTEL. Since several agents would not be able to place the calls and others were able to. Even he was told that this type of call is not possible and yet some agents were able to process the call. He had to instruct the agents how it work in order for agent to place the calls.	12/02/04	I explained that due to limited technical capability Relay centers is unable to transfer to Sprint Acct Mgr and provide him Emma Danileson's phone nbr. I also attempted to explain that TTY to CAPTEL is not possible thru Relay. I also refered him to Emma as to why Relay can not process TTY to CAPTEL for further explanation. The customer did not request a follow up.
12/06/04	CUST SAID THERE WAS A LOT OF GARBLING. THEY ONLY GOT "CRACKING UP" THEY GOT HUNG UP ON. CUST STATED, WHEN SHE ATTEMPTED TO INTERRUPT THEM CA WOULD IGNORE HER. I APOLOGIZED FOR HER INCONVENIENCE AND TOLD HER SHE WOULD BE CONTACTED.	05/31/05	Agent does not remember call. Reviewed procedures with agent.
12/06/04	Agent did not follow customer's instructions to let outbound TTY customer know it was IL relay and to tap keys so outbound would know to use TTY. Thanked customer and said I would forward their comments on. No follow up needed.	12/10/04	Agent attempted to explain to customer that relay sends a macro with IRC in it. Agent did not think to just not send the macro and instead to type out Illinois Relay Center to customer. Coached agent to ring for sup if confused by requests.
12/09/04	Customer stated that this agent did not follow his instructions. The customer specifically told the agent not to announce or explain relay and the agent explained relay anyway. Apologized for the problem and assured that the complaint would be sent in as stated so that the problem could be investigated further.	12/14/04	CA does not specifically recall this particular call. CA was coached on proper procedure regarding " do not announce and do not explain"
12/25/04	Agent did not let customer know what was going on during call; no response from relay. Apologized and said would follow up with agent and let customer know. customer would like a phone call regarding outcome; however, no phone number was provided by TL taking the complaint.	12/25/04	Person that answered phone was not familiar with relay and hung up. Agent let customer know person hung up and there was no response from the TTY user. After appropriate procedures were followed with no response from the TTY user the agent hung up.

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01/04/05	Agent dialed wrong number. Apologized for inconvenience and would pass on to immediate supervisor. No follow up needed with customer.	01/05/05	CA 1831 was not working at that time.
01/08/05	Agent dialed wrong number. Apologized for inconvenience. Customer will call back for follow up.	01/08/05	Agent could not remember call. Reviewed proper procedures with agent. Customer called back at 2:21 pm same day. Told customer that procedures were reviewed. Customer was satisfied.
01/09/05	Customer said the message was garbled after the number was given to dial. Customer said the message remained garbled throughout the rest of the call (Customer notes said to disable turbo-code). Apologized to customer and said a customer contact would be filled out and sent to	01/09/05	Operator was questioned about this. Garbling sometimes happens, and when it does, the operator should fill out a trouble ticket - this was explained to the operator.  This was not the operator's fault. As no trouble ticket was submitted, the problem could not be checked.
01/16/05	A person called to say that when dialing her mother at 708-946-3320 she was being connected to the Illinois Relay Service. When I made a couple of test calls to the number I got a recording saying, "We're sorry your call cannot be completed as this time." I suggested she call her LEC as well.	04/07/05	I made several test calls to this number and reached the mother directly. She said that her daughter has called her and it was working fine. It must have been during that time when her LEC was having problems with their network. The case is closed.
01/17/05	FL voice caller using ILRS toll free number and 711 from FL, unable to use her prepaid ATT calling card, to reach IL TTY number but can call number direct. Customer checked with ATT ppd CS/Supervisor, who got same response. I test called through ILRS with CA and the card verified 595 minutes left to use but only got 2 beeps after ringing 3 times to number. I was unable to connect to the same number direct with card. I spoke with ATT ppd CS who said it appears to be routing issue with LEC. I was able to reach a different number using the ppd card dialing direct. Apologized for problem, referred customer to check with LEC also. TT#2313537 Customer wants contact with resolution.	03/04/05	Called the customer on 6/13 at 3 PM, 6/14 at 11:15 AM and 6/14 at 4:45 PM. Left a message each time with my number for the customer to call me back. Have not heard back from her yet. Case is closed.
01/18/05	TTY customer stated that the operator refused to disable turbo code per database instructions. Also	01/25/05	CA coached on proper procedure for disabling turbo code and reading database notes.

	stated that when they gave the operator a number, the operator would send sk and send (UR MSG GARBLED) macro and then disconnected. TTY customer felt that there was no garbling and the operator was just refusing the call. Customer does not wish further contact. Thanked customer and apologized for the situation.		
01/18/05	Tried to call in to SRO numerous times. Kept reaching agent 9022F. She wouldn't place the call and gave him a hard time about it before hanging up on him. He said this happened five times. Apologized for inconvenience. No follow up needed with customer.	01/19/05	Met with agent, and she remembered the call. Agent stated that the customer kept calling thru the French-Creole gate requesting to place a regular English to English call. She informed the customer that she could not follow up with her request. Let agent know that if a similar situation like this one were to happen again, to get a supervisor so they can inform the caller that they are reaching the wrong gate.
01/23/05	TTY user reports that agent did not process call per instructions. Requested agent to leave typed msg on ans mach but agent did not respond to TTY user's questions & did not keep caller informed then disconnected without sending "ur msg left." TTY user was unsure if msg was received or not (apologized for problem encountered) Customer did not request contact	01/25/05	Agent does not remember call. Reviewed proper procedures with agent.
01/23/05	CA would not give name of person on the answering machine. Apologized for inconvenience; said would let the CA's supervisor know. Customer would like follow up by mail.	01/23/05	Letter sent to customer. No response received.
01/24/05	Voice customer said that she had placed a call to her Grandmother who is a VCO user. She said the CA would not answer her questions or let her know if the message had been transmitted okay. She said the CA told her she could not be part of the conversation. She said the CA had a rude tone, was not helpful and would not answer questions directed to her. Customer did not have the CA ID number	01/24/05	No CA ID number provided for follow up I apologized for the rude tone. I also explained how CAs are to remain transparent on calls and cannot become involved in conversations. I also suggested in the future that if she does not get the CA ID number when placing the call, she can ask at any time during Relay for the ID number and CAs are required to give it.

01/26/05	VCO user complains that agents should be able to tell them what was said after a call has hung up, as vital information may be lost. I apologized for the problem, explaining relay is bound by stringent guidelines and contracts we must adhere to. Customer does want contact from account manager.	03/07/05	<p>I sent an e-mail to the customer explaining our policy that agents cannot tell them what was said after the hearing party has hung up. The customer stated that she is aware of our policy, but is concerned about situations where the TTY user has gotten garbling in the last thing said by the hearing party and then doesn't get to follow up on a request by the hearing party. The hearing party would not know this happened and it could cause problems for the TTY user. Customer still feels that this policy could be changed.</p> <p>I communicated with the customer via e-mail about our policy and she stated that she is aware of our policy, but is concerned about situations where TTY user has gotten garbling in the last thing said by the hearing party and then does not get a follow up on a request by the hearing party. The hearing party would not know this occurred and it could cause problems for the TTY user. Customer still feels that the policy could be changed.</p>
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02/01/05	Customer advises the operator was rude, and the pinnacle was when the operator told her to shut up. The customer stated she explained that there cannot be a tty to VRS call. Apologized. Follow up requested.	02/03/05	2/1/05 and 2/3/05 - Met with oper and she did not recall telling the VRS interpreter to shut up; however, she did have a firm voice tone. Informed her of the consequences of being rude to customers and to be aware of her voice tone. Also coached her that we do not process TTY to VRS calls. Emailed to VRS explaining the resolution on 2/3/05.
02/04/05	IL VCO user dialing IL TTY number complains she keeps getting cut off by relay for her incoming calls. She can not communicate with her family. I apologized, provided the IL VCO number, suggested she answer her calls as "Hello VCO GA," and agreed to enter a trouble ticket. In test calling her number, caller was unable to receive any typing. Referred her to the state equipment program to have her equipment looked at. TT#2354490. Customer does want contact with resolution.	03/25/05	I spoke with customer's daughter who informed me that her mother received a CapTel phone and she loves it. This has resolved her problem and it has worked out well for her. She thanked me for following up with her.
02/16/05	Autistic student is being taught to become independent and calls to a toll free number for his bus transportation. The CA did not use reg 800, rather she told the customer the 800 number could not be accessed from the calling area. This happened twice. The teacher was assisting the student. The student also typed instructions: no shortcuts. A previous CA told them that would ensure the CA didn't type abbreviations. The CA told the customer she didn't know what he was talking about. The call was frustrating for the student and the teacher. Student needs consistency. Apologized. Advised our standardized customer notes would say no abbreviations. No follow up.	02/16/05	Discussed issue with CA who did remember the call. CA states that they weren't sure what the TTY was requesting with "shortcuts" so CA asked caller to clarify what they meant. CA also states that per customer notes, CA followed different procedure to try to reach number given (different #800). Went over procedures with CA regarding dialing #800). CA is aware of how to do #800 calls. Also suggested different phrases to use when CA did not understand caller instructions.
02/25/05	Illinois tty customer complains that they could not read agent's typing. They could read customer service clearly.	03/03/05	3/3/05 at 7:00pm Met with Opr and reminded her of how to adjust typing speed in order to decrease garbling. Opr now understands. Cust did not request follow up.
02/28/05	The agent didn't use reg 800. The customer's instructor was overseeing several calls & states its "frustrating to reach agents who do not know regional calling procedure. It seems to be a problem with the "6" center." The student is dependent on bus transportation, and he needs to become confident in using his tty to contact them. Apologized. Recommended that the customer ask for a supervisor when the problem happens again. No follow up.	02/28/05	Agent did not remember the call. Supervisor coached agent on regional 800 procedures.

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03/04/05	Customer gave agent the number to dial and the agent never responded to the customer. After several minutes the customer hung up. I apologized to the customer and informed them would let the agents' supervisor know. Customer wants a follow up by phone call.	03/05/05	CA heard TTY tones while the call was rolling over voice and ASCII lines. CA immediately switched to the TTY line in hopes to capture TTY text across the screen however, to no avail, the attempt failed. The customer disconnected the call according to CA. The above mentioned complaint confirmed CA's statement. Had the TTY user stayed on a few more minutes, the connection would have been made. Details of the follow up call with TTY customer is pending. I could not get a hold of the customer via phone. Called and left messages on TTY user's answering machine on 3/4 @ 16:55, 3/5 @ 10:15 and 14:15. At the last attempt in reaching to the customer, I left a msg briefly explaining what was discussed between supvr. and operator and left our office nbr. if the customer has any further questions to ask. This complaint is officially closed. 3/5/05
03/05/05	Customer states that the CA hung up on them before their call was placed. RCS apologized for the problem. No follow up requested.	03/05/05	Spoke with CA 1710 about this issue. He did not recall hanging up on anyone. He said he had waited the appropriate time and showed knowledge of correct disconnect procedures. CA remembered having a couple of those around the time the complaint was taken. For some reason the dialing information must not have been received by CA 1710. He does know proper procedures for disconnection without a supervisor when he was questioned.
03/05/05	Customer states that CA disconnected them before their call was placed. RCS apologized to customer. No follow up requested.	03/05/05	The agent does not remember the call. The agent reviewed the proper disconnect procedures and was advised on the consequences of deliberately disconnecting calls. Agent understood.
03/07/05	Customer told agent phone would be answered VCO. VCO customer answered and said GA several times and agent did not get call connected. Apologized to customer for inconvenience.	03/07/05	Coached agent on proper procedures connecting VCO call.
03/07/05	On 3/4/05 customer gave agent 8982M number to dial and the agent never responded to the customer. After several minutes the customer hung up. Supervisor apologized to the customer for the inconvenience and informed them he would let the agent's supervisor know. Customer did request a call back.	03/13/05	Met with and discussed this complaint with CA. The CA apologized for the incident and thinks the problem in contributing to the delay in response time was the headset that wasn't working properly when the call dropped in. A new headset was given to CA to prevent possible problem from recurring. Will follow-up with the customer soon and let the customer know about the incident and apologize for the inconvenience we've caused. I have attempted to reach the customer several times. I left a message this morning giving a brief description of the complaint and that is has been followed up with the CA. The CA understood the reason behind the complaint. Left the phone number if the customer wants to call and ask questions.

03/09/05	CA was asked to contact supervisor and refused to do so. CA also failed to inform caller that everything is typed to the caller. Caller felt that CA was being rude. Caller would like to be contacted.	03/15/05	3/15/05 Discussed complaint with CA 1463F. CA said the call was in Relay mode and the Outbound voice person wanted to speak to a supervisor. The CA typed what the person said, the Inbound TTY did not agree to a supervisor. The CA did inform the voice person that everything was being typed. Supervisor Mari was plugged in for 1/2 hour on this call and verified that the CA did follow correct procedure and was not rude. The TTY user also complimented the CA after the call for handling the call so well.  Called consumer on April 5th and closed the issue with her.
03/16/05	Customer Complaint: VCO customer reported that the CA did not let the hearing person know when it was their turn to begin speaking. They just sit there and wait and wait and do not reply. Customer Service Response: Apologized for inconvenience and told her the report would be sent to the call center supervisor. No follow up requested.	03/16/05	Coached agent on proper VCO procedures.
03/16/05	Customer Complaint: VCO caller said that the VCO branding is not working consistently, and CA is not following notes that indicate they are VCO customer. Kept typing their CA ID number and "voice or type now", but never heard her giving the number to dial. Customer Service response: Apologized to the customer for the inconvenience and explained the dropped branding may be due to technical problem. CA ID number was provided to track the dropped branding location/call center. The number also was not branded and no note appeared during call to CS. Rebranded the VCO and added note, "VCO CUSTOMER" Provided Acct. Mgr. contact number and email address. No follow up requested.	03/16/05	Reviewed proper procedures with agent. Agent demonstrated proper knowledge of branding calls VCO if needed and proper knowledge of VCO procedures.
03/17/05	VCO customer found it very frustrating when the agent was not able to set up VCO call correctly the first time. I suggested her number to be branded as VCO and she then stated that she had her number branded many times and Sprint for whatever reason continue to "lose" her branding. She was frustrated to having to constantly request her number to be branded. She wants her number 708-366-2323 ext nbr 166 to be permanently branded. I apologized and assured her that her number will be branded and this issues will be forward to appropriate personnel for resolution and for branding. No follow up needed.	03/17/05	CA # 1408M not assigned to any current agent. Unable to do any further followup.

03/17/05	At 1030 am the VCO customer stated that when she called into relay and got agent 6720, she typed "VCO pls" and she got the typed message from the agent, "the number you're calling to". VCO expected the agent to open up the line for her to provide the number however this agent ask for the number twice before it "dawn" on the agent that she is a VCO customer. The VCO customer find this very frustrating when the agent does not immediately set up a VCO call. Apologized to the customer and assured that this will be forwarded to appropriate personnel for a follow up with this agent. No follow up needed with VCO. (Customer did not come in branded-see other customer contact for branding issue)	03/17/05	This was not agent's error as the agent remembered the call clearly. When the agent attempted to open the gate to hear the VCO user, there was only "dead air". Agent re-sent the "voice now" macro several times to open the gage. Eventually the customer hung up.
03/25/05	The voice person attempted to place a call to a VCO customer at 954 am and stated that the agent 1252F did not set up the VCO call properly which was frustrating. Apologized for the inconvenience and offered him my assistance in processing his call. No follow up needed.	03/25/05	The call was placed using the same agent 1252F. The agent was observed setting up the call correctly however it was a VCO who displayed unfamiliarity with the relay set up. Several attempts were made to prompt the VCO to speak to no avail. Agent displayed familiarity in VCO call set up.
03/30/05	Agent disconnected call while voice person was talking and never let the VCO user know what happened. Thanked caller for informing us said would pass on to appropriate supervisor. No follow up needed.	03/30/05	Checked schedule and CA 1212 was not working on 3/30/05, the date the customer contact was created. Contact did not specify the date and time of the actual call so follow up with CA was unable to be performed.
03/30/05	Speech to Speech customer reported that CA disconnected his call when second CA took over the call. The CA did not inform him that another CA was taking over the call (apologized for problem encountered and advised that the problem could have been technical apologized for any inconvenience). Customer requests contact .	04/06/05	Agent does not remember this call but is aware of correct procedures for taking a call over and the consequences of disconnecting a call. No ans w/follow up call at nbr provided. 4/4, 4/4, 4/5



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04/07/05	Agent did not gender on answering machine. Thanked caller. Caller would like a call back at number given.	04/07/05	Coached agent on importance of gendering. Called customer back at 8:45 pm on 4/6/05. Told customer that agent was coached on issue. Apologized for the inconvenience.
04/08/05	Customer stated that she works as therapist in the Pscyhiatry and Behavioral Health in Mt Sinai Hopsital in Chicago. She stated that she was informed of a suicidal call made thru relay the evening before (7th of April). The call was placed at 932 pm with agent 6079 leaving message in their ans mach. She wanted to know if emergency personnel was contacted in this situation and the proctol of such situation. I explained the relay protocol that the agent can not initiate the emergency protocol unless the caller initially stated the call being "emergency". I offered her to be transferred to customer service for further assistance. Follow up needed.	04/08/05	Spoke with agent. Agent clearly remembered the call. Agent questioned whether to put call through as 911, but customer did not request 911, only requested to leave message. Agent not at error. Called customer back at 3:30 pm on 4/11/05. Left message on ans mach. Called customer again at 4:32 pm on 4/14/05. Left message on ans mach. Called customer third and final time at 11:06 am on 4/15/05. Left message on ans mach explaining that CA followed proper call procedures. Left my number in case customer would like to speak to me. Contact closed.
04/16/05	Customer thought the agent had hung up on them. Wanted supervisor to talk with agent to find out and let her know. Thanked caller for feedback.	04/16/05	Spoke with agent. Computer showed the inbound hung up. Agent informed the outbound caller and the computer timed out. NOT AGENT ERROR. Informed customer of findings. Matter resolved to caller's satisfaction. Caller thanked supervisor and was happy the matter was settled.
04/16/05	Agent asked the caller to repeat when the message was garbled. Caller was upset that she had to repeat. Thanked caller for feedback. No call back needed.	04/16/05	Coached agent on disabling turbocode to clear up garble.
04/18/05	Agent hung up on me. Thanked caller. Customer would like a phone call regarding outcome of the situation.	04/18/05	Agent meant to switch to VCO; hit wrong button and disconnected caller instead. Coached agent. Called customer at 5:45 pm to explain what happened; customer satisfied.
04/22/05	VCO customer states that supervisor hung up on her but she did not get the ID number. Customer states that when she asked for supervisor ID number, the supervisor hung up on her. Customer wants a call back immediately tonight.	04/22/05	I called 847 544 4334 and left a message last week and called back today, but was told it was a wrong number and that there wasn't anyone by the name of Annette Owens who worked there. I cannot follow up with this customer due to the wrong telephone number. This case is closed.
04/24/05	Asked operator 9151 to place a call and instead of dialing it, he hung up on customer. Thanked customer for her feedback and told her we would follow up on this with the correct center. Customer would like a call back with resolution.	04/24/05	Met with agent, did not remember the call. Agent stated he would not hang up on a customer. Informed agent on the severity of hanging up on a customer, which can lead to and including termination. Quality manager spoke with customer with a follow up on the resolution.
04/25/05	Customer stated this agent hung up on her, she says the CA asked "VCO or type now" then she got no response.	04/25/05	Met with agent, stated did not remember this call, however, sometimes calls come in on voice line and I do proper procedures by announcing 2

	Incidentally the person taking this complaint says that she could hear the customer saying "hello, are you there, why aren't u answering". So there may be an issue with the customer's equipment. Customer provided name only. Did not provide address or email address. F/U can not be done without appropriate information.		times, switch data line, and if no response, i announce again on voice line, then disconnect if no response. Customer only provided name. Therefore, no further investigation an be done.
04/25/05	Voice customer concerned that her son who uses Braillex is having equipment issues and connecting with 711 is inconsistent. Customer has been working with local telephone co and equipment provider. Customer also wants the relay technician to check this. Apologized for problem and suggested she may want to check with the Braillex manufacturer for advice and informed her that I will ask the relay technicians to look into the issue as well. Entered TT 2514079 No contact from AM, but requested relay tech to call her.	04/25/05	Customer calls are answered based upon last known answer type. In multiple user households, the last user to dial the relay service would determine how the call was answered at the call center. Customer should contact manufacturer for further assistance.
04/26/05	CA dialed sent ringing macro then paused. I typed "what happened?" Relay refused to answer me. Hung up on me for no reason. Apologized. CA would be met with and supervisor would call back.	05/02/05	Coached agent on keeping customer informed; coached to ring for supervisor if needed. Called customer 4/29/05 at 2:07 pm - no answer Called customer 5/2/05 at 2:23 pm - no answer Called customer 5/2/05 at 7:10 pm - busy Attempted to reach customer 3 times; contact closed.
04/28/05	At 1215 pm yesterday, customer stated that the agent asked for the calling to number. Customer stated that he is using a E Turbo and the number should be shown on the dialing to window. Stated that in the last couple days of the 5 calls placed, only one agent was able to process his call without having to provide the number. Apologized for the inconvenience and also stated that our screen did not identify him using E Turbo. Unable to obtain his phone number in order to put into Trouble Ticketing system. No follow up needed.	04/28/05	Attributed to technical problem since I was able to observed his call and our computer did not identify E Turbo. Agent followed proper procedure.
04/28/05	TTY customer said that the operator disconnected him. He had just given the number to dial and his line was disconnected. I apologized and told the customer that I would follow up with the operator. No follow up necessary	04/28/05	CA said that he accidentally hit F1 that it was not intentional. Coached CA on being especially careful and alert to avoid accidents.
04/28/05	The customer stated that in the last couple days the agent would not process E Turbo call. Agent had to ask for the	04/28/05	Reviewed proper E turbo procedures with agent.

	calling to number. Out of 5 agents only one agent did not ask for calling to number. Felt that there may be an additional training needed on this aspect of call processing. Customer could not specify the day and time of occurrence with this particular CA. Apologized to the customer for the inconvenience this may have caused also I explained that our screen did not identify his call as E turbo so a technical problem may be the reason. Unable to obtain his phone number in order to put into Trouble Ticketing system. No follow up needed.		
04/28/05	The customer stated that in the last couple days the agent would not process E Turbo call. Agent had to ask for the calling to number. Out of 5 agents only one agent did not ask for calling to number. Felt that there may be an additional training needed on this aspect of call processing. Customer could not specify the day and time of occurrence with this particular agent. Apologized for the inconvenience this may have caused also I explained that our screen did not identify this call as E Turbo so a technical problem may be the reason. Unable to obtain his phone number in order to put into Trouble Ticketing system. No follow up needed.	04/28/05	Reviewed proper E turbo procedures with agent.
04/28/05	TTY user stated that agent 1242F hung up on her.	04/28/05	<p>Spoke with CA and she remembered the call. She stated she did not hang up. She said the inbound kept saying "I don't understand what you are saying". The CA asked for the number to dial a couple of times and the Inbound (VCO on this call) just kept saying "I don't understand what you are saying". CA stated the inbound hung up. CA received the disconnect flag. (possible garbling issue)</p> <p>Tried to call on 4/29 but it rang, then didn't, no answer, no machine, just dead air. Tried calling back later and got busy signals. Will try again nxt wk.</p> <p>Tried calling again on 5/17 &amp; 5/18 (she has the same issue on ticket nbr K641277788 and has submitted several complaints recently with the same issue). I can not connect with her, phone rings, then goes dead.</p> <p>This consumer has called several times recently with the same issues (CAs hanging up on her). When I call her back, her phone rings, then goes dead, no person, no machine. I had Emma with Sprint try to contact her since they are both in the same state; she was unable to as well.</p>

04/29/05	A IL TTY user called to say the agent hung up on her before the call even began. RCS: Apologized for the handling of the call. Contact wanted from Agents Supervisor	04/29/05	Made 3 attempts to contact customer. Each time something picked up but no response. There was no ans mach to leave message on. The contact attempts time and date were as follows: 5/3/05 9:10 am 5/3/05 3:00 pm 5/4/05 12:45pm All eastern standard time. Met with agent stated did not disconnect customer went thru proper procedures: announced twice on voice line, switch to data line, it automatically switched back to voice line, announced twice again, switched to data line, it automatically switched back to voice line again then disconnect. The agent is aware of the consequences of disconnecting calls if not done by procedures.
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Date of Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
05/01/05	The customer states the agent hung up on her for no apparent reason. Her notes say VCO or type; it's branded VCO. The customer said she typed the word "type," and the line disconnected. Apologized. Explained to customer that it could have been a technical problem. Explained CA would jeopardize his job by disconnecting a call. Follow up requested.	05/01/05	It appears that the consumer may need a bit of coaching on use of VCO, it also appears that something is wrong with her phone line. On April 28th, I got the same issue from the same person (see K64657971). I tried to call her, but the phone rang, then goes dead. No answer, no machine, no more ring. The phone co wont let me report it because they told me that "the consumer needs to contact the phone company." I've been trying to call the consumer since the other day, and I can not get through so I'm going to close this ticket, I would have closed the other but it is pending in CS Live and I can't get in it (but I did make a note in there the other day).
05/01/05	A TTY customer called to complain that the agent disconnected her in the middle of her call. Apologized for inconvenience. Follow-up requested at number provided.	05/04/05	Made 3 attempts to contact customer. Each time something picked up but no response. There was no ans mach to leave msg. The 3 attempted contacts were as follows: 5/3/05 9:10 am 5/3/05 3:00 Pm 5/4/05 12:45 pm Met with agent stated did not remember call but would never just disconnect a customer. Was coached on the importance of not disconnecting a call without going through correct procedures.
05/02/05	Customer states that the agent hung up on him. Thanked caller for letting us know and informed them that we would forward this to the appropriate supervisor. Follow-up requested.	05/04/05	Attempted to contact customer 3 times. Each time something picked up but no response. There was not ans mach to leave a msg. The 3 attempted contacts were as follows: 5/3/05 9:10 am 5/3/05 3:00 pm 5/4/05 12:45 pm Met with agent stated don't remember call however was coached on the proper procedure for disconnecting calls.
05/08/05	Customer was upset cuz she was trying to call her daughter at 312-255-1980 who is a VCO user and for some reason after the CA pressed F9 the voice user cld not hear her daughter speaking. It was a LD call and she was upset that she was charged for calling her when it was a problem with our equipment. The CA tried calling the OPR to get immediate credit, but the OPR informed her that due to new procedures she needed to wait till she received the bill from ATT before she could dispute it. The caller was very upset and started to become rude. I apologized for her inconveince but to pls not be so rude. She was upset that I was the supervisor and I cld not credit her immediately.	05/08/05	Told customer that I would fill out a customer complaint and have customer service research the issue cuz I did not think that the Sprint Relay SVC was aware that we cld not get immediate credit anymore. She swears this is only an issue that occurs when the MRS center is processing her calls through IL relay. I also gave the woman the customer svc nbr and my name and my ID nbr. She would like immediate credit for this call that was billed to her. The call occured at 10:10pm on 05/08/05. Please contact this woman regarding what you have found out. This was not an issue caused by the CA 1460. I witnessed the call and she processed to according to procedures.  I called and left msg, reiterated what other rep told her about contacting AT & T when she gets the bill.
05/09/05	TTY user stated that CA hung up on him/her and wanted to know where the CA was located. I told her I had	05/09/05	Met with CA and he did not remember ever hanging up on a customer and knows never to do so.

	documented that CA hung up on her and that the CA would be coached regarding this matter. Customer wants a follow up via phone.		
05/10/05	Agent disconnected caller. Thanked caller will follow up with agent. Transferred to customer service upon request. No follow up call needed.	05/10/05	Spoke with agent. That was first time agent had caller was when handed phone of me to speak with caller. Agent does not believe they have ever hung up on the customer. Reviewed proper procedures with agent.
05/10/05	Agent hung up on caller on 5/7/05. Thanked caller for feedback. Will pass info on to agent's supervisor. Transferred to customer service upon customer's request. No call back needed.	05/12/05	Discussed call with agent. Agent does not remember this call and is certain she did not disconnect this call. Agent is aware of proper disconnect procedures and of the consequences of disconnecting a caller.
05/10/05	Agent hung up on caller on 5/7/05. Thanked caller for feedback. Will send to agent's supervisor. Transferred to customer service upon customer's request. No follow up call needed.	05/10/05	Agent does not remember this call. Reminded agent of call processing procedures.
05/12/05	CA was transferring to customer service and I got disconnected. Explained to customer that sometimes when transferring and apologized for inconvenience. Said I would forward to appropriate center. Customer wants follow up TONIGHT if at all possible. I told customer I could not guarantee follow up tonight.	05/12/05	<p>I was the one who spoke to her earlier her complaint wasn't that she got disconnected when she was transferred to customer service it was that the outbound caller was disconnecting her. She asked me why and I told her I did not have that information. She asked for customer service so I transferred her. The outbound person she was calling was picking up the phone and hanging up without saying anything so the agent typed (line disconnected) I then explained to her that the call was answered and hung up without anyone saying anything when I could not explain why she wanted customer service. No follow up with agent necessary as disconnect was from outbound.</p> <p>This consumer has recently made several complaints of the same nature when it is really the people she is calling hanging up on her. I have tried to call her after each one of her complaints. However, her phone rings and then goes dead, no answer, no machine, no more ring. It is not possible to contact this consumer.</p>

05/12/05	Inbound TTY upset because the CA interrupted her by dialing out before she was finished typing. She stated she needed to have an SBC operator to place her call and I asked for clarification on whether she wanted an operator or if she just wanted us to use that long distance carrier. While she was typing her response I was attempting to make sure that that long distance company was offered in the COC before changing agents and the call was local and not long distance so it automatically dialed out when I was on the line as well, interrupting her again. The inbound was very upset and felt like both the CA and I were rude in interrupting her while she was typing. Follow up requested.	05/12/05	I apologized and explained that the CA accidentally hit comp and said I was sorry for the frustration. When I attempted to check the COC and it again interrupted her I explained what I was attempting to do and told her that I was very sorry, that I wasn't expecting it to dial out because on a long distance call I would have needed to choose a carrier before dial out. I explained that since the number was local and not long distance she would not need a long distance carrier and that I was sorry that she was interrupted. She was upset about having been interrupted again. I apologized. The inbound typed a message and hung up.  I called several times, endless ring, no answer, no machine.
05/12/05	Inbound TTY said that agent 1779 disconnected her call.	05/12/05	I apologized and told her someone would contact her with follow up.  Spoke with the CA. She does not remember this particular call but stated she has not hung up on any of her calls and is aware of relay procedure that you are not allowed to disconnect without supervisor approval.  I tried to call her several times, it rings, then goes dead, no person, no machine. This consumer has recently called with the same complaint and I never can get a hold of her.
05/23/05	A voice customer called to complain that the agent was rude and did not follow instructions. She had called her deaf grandmother and when her grandfather answered the phone and the relay call was announced, he asked who was calling. The agent refused to relay the question back to the caller. Apologized for rudeness. Explained that agents are certainly allowed to relay that question back to the caller. No follow-up requested.	05/23/05	Customer did not request follow up. We apologized to the customer for the rudeness and explained that agents are allowed to relay questions back to the caller. I acknowledge this and the case is closed.
05/26/05	This contact was originally prepared on 5/23/05 Ticket # K645599955 Delete original with this duplicate A voice customer called to complain that the agent was rude and did not follow instructions. She had called her deaf grandmother and when her grandfather answered the phone and the relay call was announced, he asked who was calling. The agent refused to relay the question back to the caller. Apologized for rudeness. Explained that agents are certainly allowed to relay that question back to the caller. No follow-up requested.	05/26/05	CA said she announced the call but the person did not acknowledge that he had received a relay call before so she did not type his questions. She was not aware that he was the Grandfather. Coached CA on familiarity of service question and the possibility of using judgment to determine acknowledgment.

05/27/05	Agent disconnected call before receiving the number. I apologized to the cust for the inconvenience and informed the cust the complaint has been documented. Will follow up with cust via email.	6/15/2005	Sent an e-mail to customer informing them that supervisor discussed call with the agent. The agent is aware they are not to disconnect calls at anytime.
05/27/05	Voice caller in facility, complains calls disconnect after a few minutes when calling his VCO girlfriend. Apologized explaining there may be time limits set to cause the disconnect, and encouraged them to check with the staff to have local telephone company check the lines as well. TT# Entered 2583407 No contact.	05/27/05	Account Manager acknowledged customer's concerns. Contact is closed.
05/29/05	VCO customer said she had received a call from her daughter and the Agent did not type everything that her daughter said and cut them off. The daughter called her back and her daughter told her that the agent had not typed everything. The customer also said the agents typing was very poor with bad spelling. I apologized to the customer and told her that we would follow up with the agent	05/29/05	No Follow up was requested. Trainer met with agent and coached the agent on the importance of relaying everything and making sure the VCO bridge is open when processing this type of call.
05/30/05	A VCO customer called to complain that the agent disconnected the caller after reaching an answering machine. Apologized. Customer spoke with supervisor Brian, who also apologized. No follow-up requested.	05/30/05	Coached the agent on the importance of typing the entire answering machine message and following proper procedures. No follow up was requested.